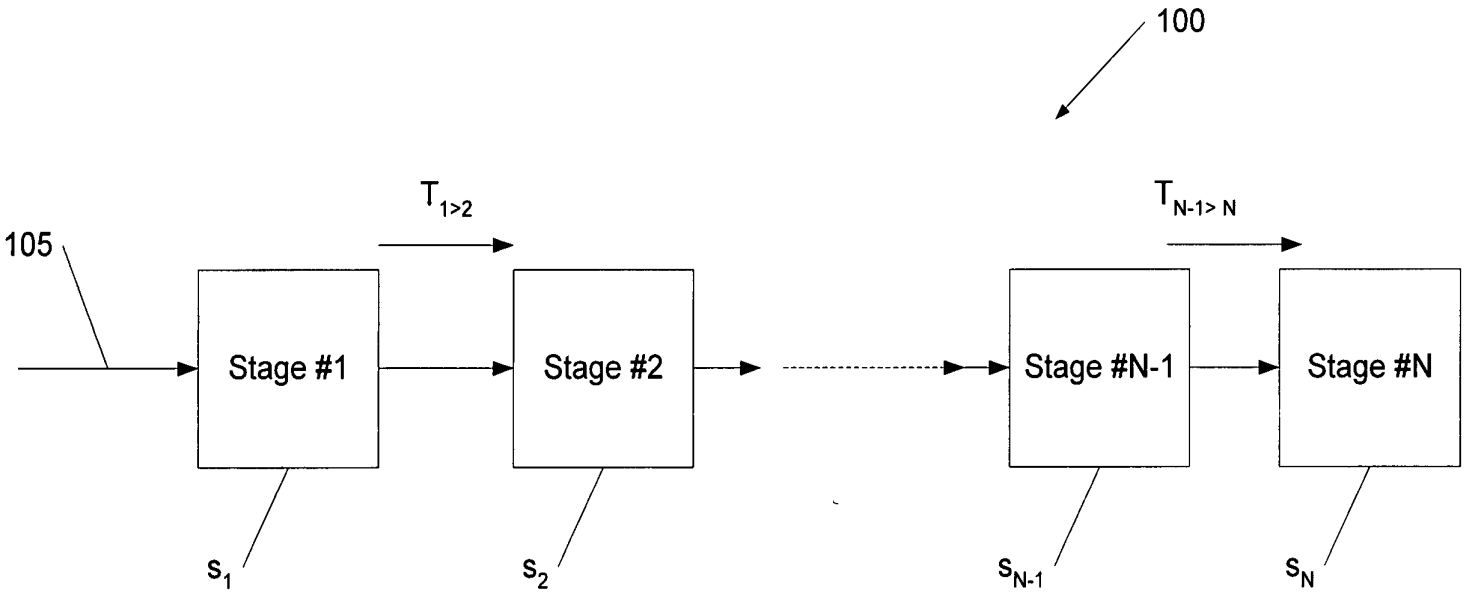

FIG. 1

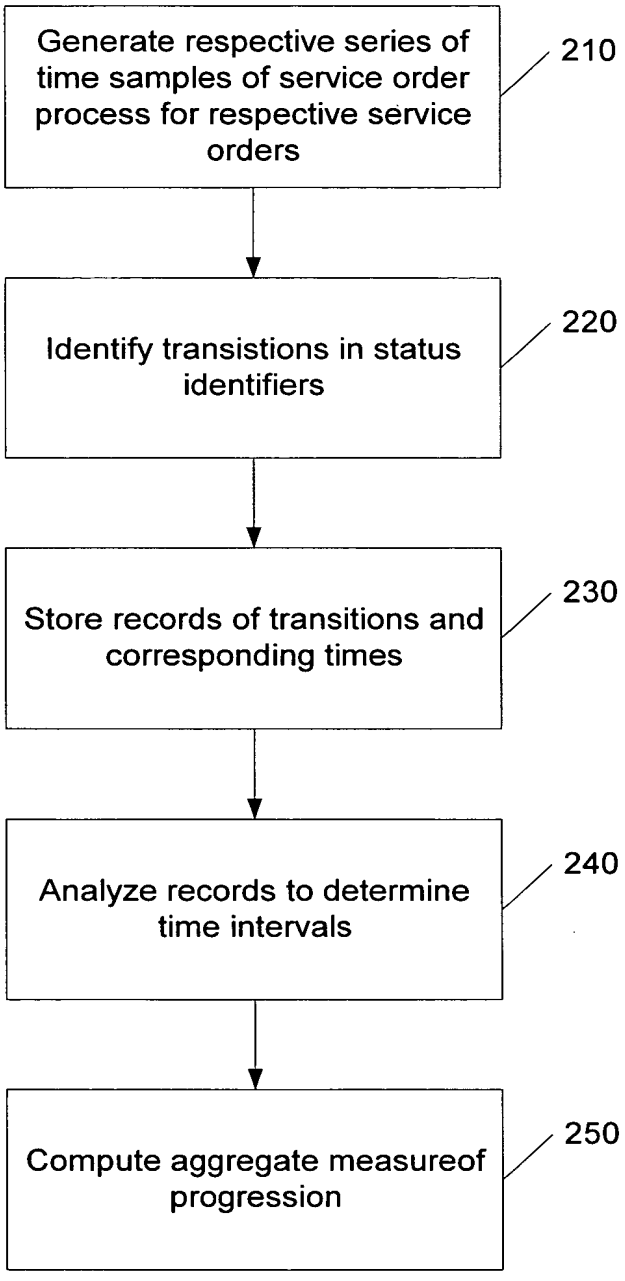
Generate respective series of time samples of service order process for respective service orders
210
Identify transistions in status identifiers
220
Store records of transitions and corresponding times
230
Analyze records to determine time intervals
240
Compute aggregate measureof progression
250

FIG. 2

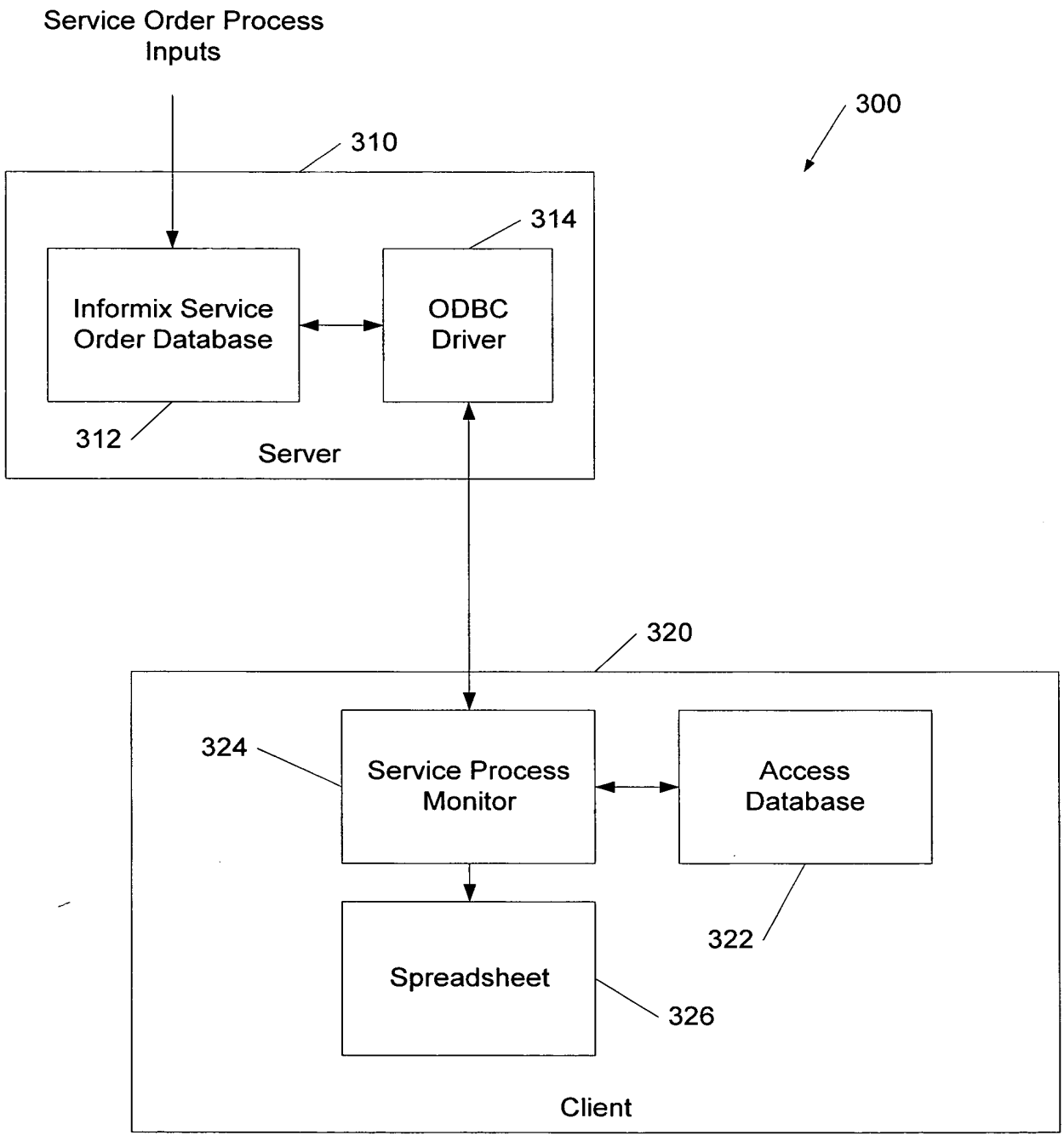
Service Order Process Inputs
300
310
314
Informix Service Order Database
ODBC Driver
312
Server
320
324
Service Process Monitor
Access Database
322
Spreadsheet
326
Client

FIG. 3

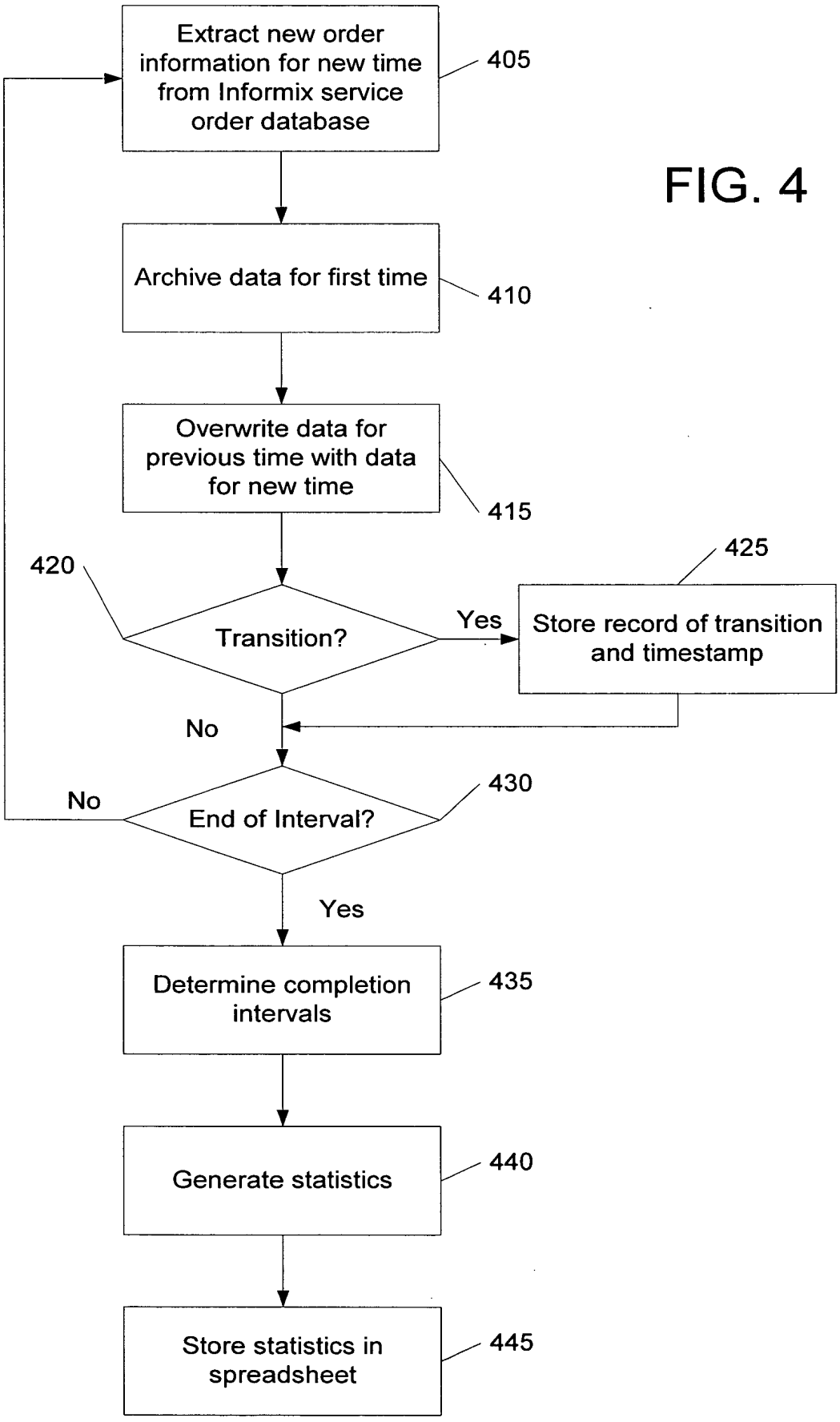
Extract new order information for new time from Informix service order database
405
Archive data for first time
410
Overwrite data for previous time with data for new time
415
420
Transition?
Yes
425
Store record of transition and timestamp
No
No
End of Interval?
430
Yes
Determine completion intervals
435
Generate statistics
440
Store statistics in spreadsheet
445

FIG. 4